



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

**Date:** 1/23/14

Terri Bogenrief and Azaz Atroon  
5250 Schubert St  
Ames, IA 50014

**Complaint Description:** The Department received a complaint concerning improper discipline practices.

**Rule Basis:** Findings considered in accordance to Rule(s) 110.5(6)

**Findings:** Unannounced spot check conducted on 1/23/14. The provider was not surprised to see me as she had recently agreed to terminate services with an unhappy parent. Provider was within appropriate numbers for a Category C-2 provider. The children were all eating a well-balanced lunch. Provider has recently obtained a current QRS Level 3 certificate. Newer co-provider had all appropriate trainings on file. Both provider and co-provider deny any such incident occurred. We reviewed what their disciplinary practices are.

**Resolution:** The complaint received was anonymous and vague in nature. The complaint did not share the date this occurred, any specific children involved, and reported no injuries. I was unable to observe any findings related to the complaint.

Please contact me if you have any further questions.

Sincerely,

Earl Crow  
Child Development Home Compliance Checks  
DHS, Story County  
(515) 268-7106